Pilot Walktour FAQ

V3.3 (For Android)

Your Net Our Work

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1 Preface

1.1 Overview

This document describes the problems that may occur during product operation, reasons, and solutions to the problems.

2 Software Installation Related

This section describes the problems occurred during software installation and terminal rooting.

2.1 Installation Related

2.1.1 Phone Pre-requisites

Question: What are the prerequisites before installing Pilot Walktour into a supported phone?

Answer: Users need to upgrade the ROM of each phone to a certain version before installing Pilot Walktour, and root the phone at the same time. After that, users may install and run Pilot Walktour properly.

2.1.2 Usage of Walktour Partner

Question: Why do users need to install Walktour Partner after installing Pilot Walktour? Why is there no option for **APN Settings** in **Manual** > **Settings** > **Device**?

Answer: For Android based phones later than version 4.0, users need to install Walktour Partner after installing Pilot Walktour. Otherwise, service tests cannot be conducted normally. The functions of Walktour Partner are:

- Display options under APN Settings
- Dial up for data service tests
- Conduct force functions

2.1.3 Failure to Install Walktour Partner

Problem description: For some terminals, an installation failure message appears after users install WalktourPartner.apk and click "Install Walktour Plugin".

Solution: Users need to copy the **WalktourSetting** file to the system directory system/app. For detailed instructions, see *A1.Pilot Walktour User Manual V3.3-For Android*.

2.1.4 Pilot Walktour Installation

Question: How can users install Pilot Walktour?

Answer: Copy the file in the .apk format to the SD memory card, and then tap the installer in **File Manager** to install Pilot Walktour.

2.1.5 Installation Directory

Question: Can users select or change the installation directory of Pilot Walktour?

Answer: It is recommended to install Pilot Walktour in the default installation directory. Otherwise, it may cause unknown problems. For Android phones, applications are installed in the ROM of the phone by default.

2.1.6 Abnormal Exit after Installation

Problem description: After Pilot Walktour installation, the Pilot Walktour application terminates abnormally when users attempt to start Pilot Walktour.

Solution:

Follow the instructions below:

- Verify that the phone has been upgraded to the proper ROM version and rooted properly.
- Verify that a SIM card has been inserted into the phone as the phone MEID/EMEI must be obtained for software license authentication.
- Verify that required license file has been imported. If the license file has been imported and users cannot start Pilot Walktour yet, try to uninstall Pilot Walktour and reinstall it.
- Contact Dingli's technical personnel for help if users cannot start Pilot Walktour after following all these instructions.

2.1.7 Forcing Termination of Pilot Walktour

Question: How can users force termination of Pilot Walktour in abnormal cases, such as Pilot Walktour conflict with other programs?

Answer: There are two ways to force termination of Pilot Walktour process.

- Tap **Settings** > **Applications** > **Application Manager**, select Pilot Walktour, and tap **Force Stop**.
- End the Pilot Walktour process by using a third-party software, such as ES Task Manger.

Note: **Force Stop** is different from **Exit**. Some processes are still running on the background after users exit Pilot Walktour, while all processes are ended after users force termination of Pilot Walktour.

2.2 License Related

2.2.1 Obtaining IMEI Number

Question: How can users obtain the IMEI number (machine code) of the phone as the license file is bound with the IMEI number?

Answer:

There are two ways to obtain the IMEI number:

- Enter ***#06#** by using the phone keyboard, and the IMEI number will be displayed.
- Obtain the machine code through Walktour Partner.

Note: Some phones may have two IMEI numbers, probably with a ***/xx*** suffix (such as **01**). In this case, users need to obtain the first IMEI number without the ***/xx*** suffix.

2.2.2 Importing a License

Question: How can users import a license file after installing Pilot Walktour?

Answer:

Follow the instruction below:

- For Pilot Walktour earlier than version 1.1.2, users need to manually copy the **License.dat** file to the **/data/data/com.walktour.gui/files** path.
- For Pilot Walktour later than version 1.1.2, users may directly import the license file (in .bat or .bin format) based on prompting messages on the phone.
- Users may obtain the online license file from Dingli's license server by taping **About** > **Get Backup License** > **Download Server License**.

2.2.3 Failure to Import a License

Question: What should users do if they fail to import a license after installing Pilot Walktour?

Answer:

Follow the instructions below:

- For Pilot Walktour earlier than version 1.1.2, users need to change the license file name to **License.dat**.
- For Pilot Walktour later than version 1.1.2, the name of the license file and its storage path cannot include any Chinese characters.
- If users fail to obtain the online license, contact DingLi technical personnel for support. The responsible person will generate a new license file on the server, and then users may try to obtain the license again.
- For Pilot Walktour version 2.4, the license is generated based on the device machine code (mainly for CDMA phones). Make sure the machine code is correct.
- For Pilot Walktour version 3.0, make sure that the phone can access Internet during license authentication.
- Users need to apply for a new license if the license has expired.

2.2.4 License Extension

The software license needs to be validated both on the local computer and server every time users

start Pilot Walktour. Therefore, users cannot use Pilot Walktour after license expiration, and need to apply for a license again. Please make sure the Internet is accessible on the phone when starting Pilot Walktour, to ensure proper license validation on the server.

2.3 Root Related

2.3.1 Root Usage

Question: Why should users root mobile phones? Can users change root access permission or upgrade the system?

Answer: The Android system is derived from Linux, and inherits its user permission management mode. By default, an Android user is not granted root access permission, for security reasons. Without root access permission, Android based Pilot Walktour devices cannot collect some system parameters. Therefore root access permission must be granted before installing Pilot Walktour.

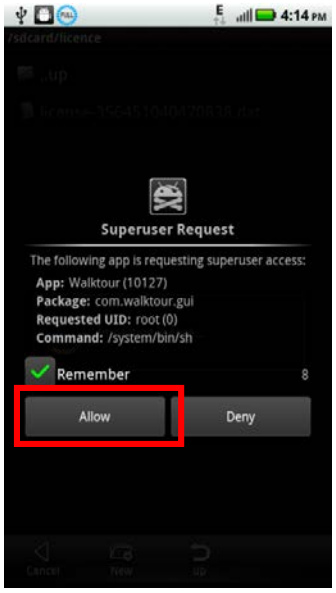
If rooting is not successfully performed, the test may not be conducted properly.

Note:

- All Walktour phones that are shipped out from Dingli are rooted. Any modification on the phone system is not allowed.
- Any Android system upgrade is not allowed as the upgrade would change the system API.

2.3.2 Allow Root

Question: When users install or run Pilot Walktour for the first time, what should users do if the "Superuser Request" window as shown in the figure below is displayed?



Answer:

As stated in section 2.3.1, prior to installing Pilot Walktour, root access permission must be granted. Follow the instructions below:

- Root the phone.
- Allow rooting for Pilot Walktour, so that Pilot Walktour may access system files as required. Users need to tap the **Allow** button in the **Superuser Request** window as shown above.

Note: When users use Pilot Walktour to perform a data service test for the first time, the "Superuser Request" window will be displayed. If users do not tap the **Allow** button, the system will take it as a **Deny** action by default. As a result, the test cannot be conducted normally. In this case, users need to re-grant the root access permission.

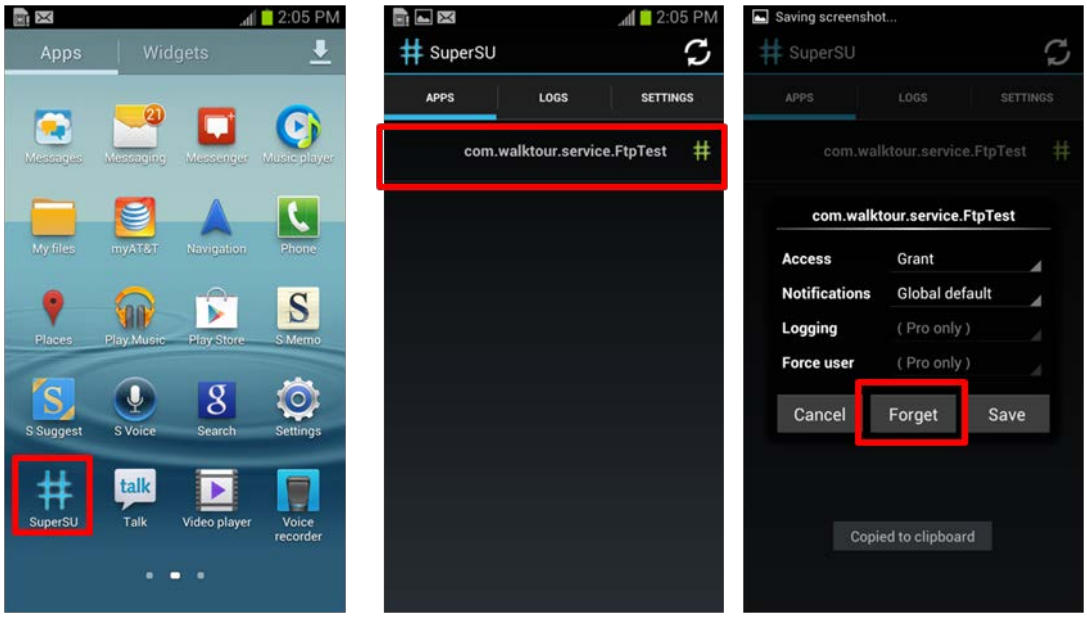
2.3.3 Re-grant Root Access Permission

Question: What should users do if they deny the super-user request, or do not perform any operation for a long time and the system take it as a Deny action by default?

Answer: Users need to re-grant the root access permission. Follow the instructions below:

1. Start SuperSU.
2. Select the denied program.
3. Tap **Forget**.

See the figures below:



Once the steps above have been completed, start Pilot Walktour and the **Superuser Request**

window will be displayed. Tap **Allow** to grant root access permission to Pilot Walktour.

2.3.4 Verifying Root Status

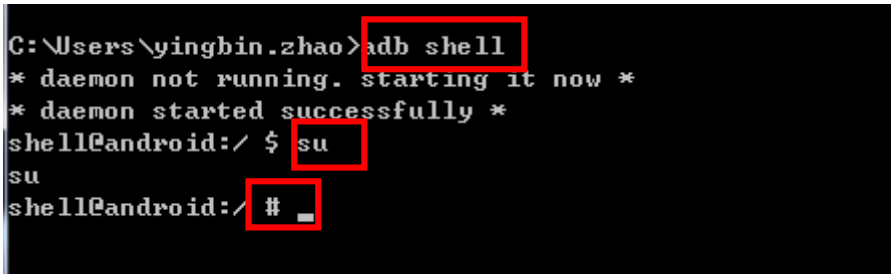
Question: How can users verify the root status of a phone?

Answer:

Follow the instructions below:

1. After the configuration of the ADB (Android Debug Bridge) environment in the PC, enter **adb shell** in CMD, and then enter **su**.
   - If the # icon appears, the rooting has successfully completed. At this time, check if the **Superuser Request** window is displayed on the phone. If the window is displayed, tap **Allow**.
   - If no # icon appears, the rooting has failed. Users need to re-root the phone.

   See the figure below:



2. Install a third-party file manager.
   - If users can see the **com.walktour.gui** folder in the **/data/data/** path and the files under the **com.walktour.gui** folder as well, the rooting has succeeded.
   - If users cannot see the **com.walktour.gui** folder, or the folder is empty, the rooting has failed. Users need to re-root the phone.

2.3.5 Configuring Android Debug Bridge Environment

Question: What is ADB environment? How can users configure ADB environment?

Answer:

ADB environment is used to:

- Verify whether rooting has been successfully performed
- Upgrade ROM and root phone

Follow the steps below to configure the ADB environment:

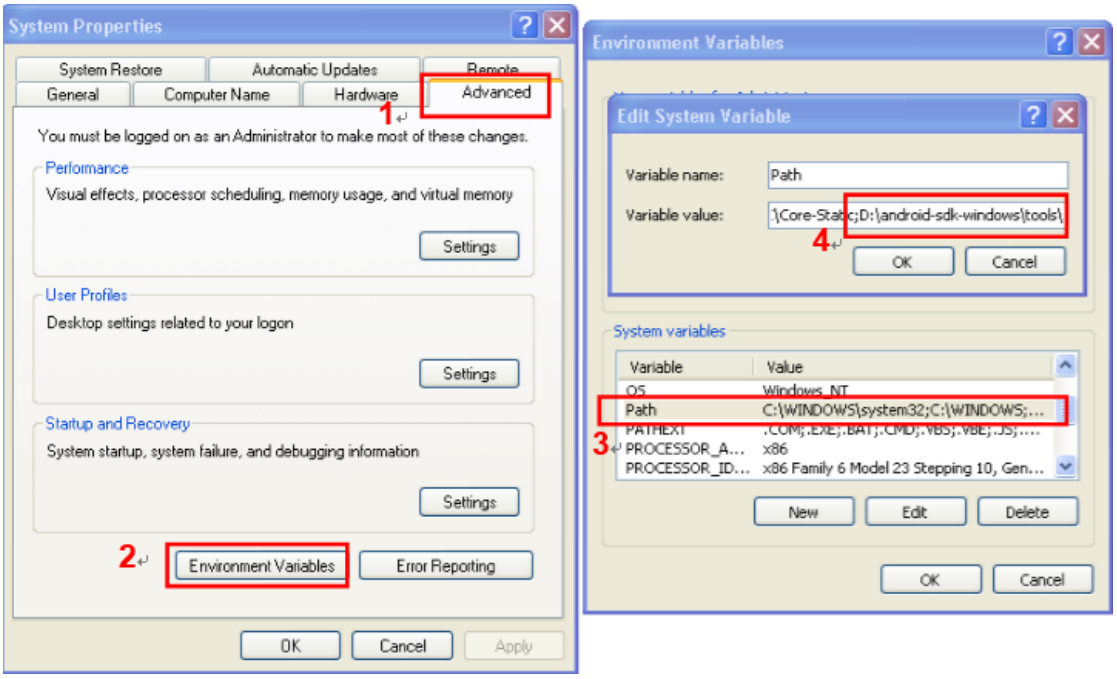
1. Download the latest ADB environment package (**android-sdk-windows.rar**) corresponding to the phone from the ROM release server.

2. Extract the ADB environment package, and save it to **D:** (the root directory of the hard disk D).
3. Right click **My Computer** and select **Properties**.

   Click **Advanced system settings**, click **Environment Variables**, and double-click **Path** under **System variables**.
4. The **Edit System Variable** window appears.

   In the **Variable value** textbox, add **;D:\android-sdk-windows\tools** after the directory (enter the directory based on actual situation).

   Note that there is a semicolon before **D:\android-sdk-windows\tools**. Click **OK**.



3 Problems before Testing

This section describes the problems occurred before testing, such as software configuration problems.

3.1 Phone Configuration

3.1.1 Failure to Load APN Configuration

Question: Why can't Pilot Walktour load APN configuration (no information displayed when users tap **Settings** > **APN Configuration**)?

Answer:

Follow the instructions below:

1. Verify that the phone can access the Internet.
2. Verify that the phone has been rooted and granted root access permission for Pilot Walktour.
3. For Android phone 4.0 or later versions, verify that Walktour Partner has been installed. For more information about Walktour Partner, see corresponding *Release Note*.
4. For some models of phones, users can enable the **Data** function although the APN configuration cannot be loaded. Related phone models are:
   - Samsung Galaxy NOTE3 (N9005)
   - Samsung Galaxy NOTE3 (N9008V)
   - Samsung Galaxy NOTE3 (N9008S)
   - Samsung Galaxy NOTE3 (N7506V)
   - Samsung Galaxy S5 (G9008V)
   - Samsung Galaxy S5 (G900I/G900F)

   For these phones, users need to manually change the current APN type of the phone for NET and WAP service tests.
5. For Samsung Galaxy NOTE3 (N7509V) and Samsung Galaxy S4 (i9507V), users need to manually change the current APN type of the phone for NET and WAP service tests as the **Data** function cannot be enabled.

3.1.2 Failure to Register on LTE Network

Question: Why can't users register on LTE Network and why can't the phone access LTE network?

Answer:

Follow the instructions below:

1. Check if there is any parameter in the LTE parameter window.
   - If yes, set APN by referring to section 3.1.4.

- If no, lock band for the phone by referring to section 3.1.5.

2. Restart the phone if there is no parameter on the LTE parameter window after band lock.

3.1.3 Failure to Dial Up

Problem description: The dialup fails when data service tests are conducted.

Solution:

Follow the instructions below:

1. Verify that Walktour Partner has been properly installed and the APN configuration is correct.
2. Verify that the phone can access Internet.
3. Verify that the phone has been rooted and root access permission has been granted for Pilot Walktour.

3.1.4 Manually Setting APN

Problem description: Users need to manually set APN; otherwise, the dialup may fail. How can users manually set APN?

Solution:

Follow the instructions below to manually set APN:

1. On the phone, tap **Settings** > **More Networks** > **Mobile Networks** > **Access Point Names**, tap the **Menu** key of the phone, select **New APN**, and enter related information as required.
2. Set correct APN information based on actual situation.
3. Restart the phone after configuration if dialup cannot be performed.

Note: For some phones or in some regions (for example, i9505), users cannot set APN by following the instructions above and need to use tools to force related configuration. In this case, contact Dingli for help.

3.1.5 Network Lock

Question: How can users lock on a network using the phone?

Answer: For most phones, users may lock network and band in Pilot Walktour. Contact Dingli for support if users cannot lock network or band in Pilot Walktour.

Note: Network or band lock will be invalid when users enable/disable the airplane function or restart the phone.

3.2 Failure to Start Tests

3.2.1 “Serial port is initializing" Message after Test Starts

Problem description: After test starts, the message "Serial port is initializing" is displayed and the test cannot be properly conducted.

Solution:

Follow the instructions below:

1. The message indicates that the serial port is initializing. Make sure that Pilot Walktour keeps running and that the screen is on. Wait for about one minute before testing.
2. If the test cannot be started, exit and restart Pilot Walktour.
3. For terminal device model MT870, check in the **Message** window if messages are updating; if not, try to restart the phone. If no message is updating after the restart, contact Dingli’s technical personnel for Pilot Walktour patch upgrade.
4. Verify if the phone is in the LTE network and if Pilot Walktour license has corresponding permissions. Pilot Walktour versions 2.4 and later versions control message collection by license. If the license has not been granted LTE permissions, LTE messages cannot be obtained, and no LTE parameter page will be displayed as the chipset will not output signaling messages. In this case, Pilot Walktour will display the message "Serial port is initializing" as the serial port does not output any signaling messages.
5. If no LTE parameter is displayed after following the instruction, see section 3.2.4.

3.2.2 Test Ending Soon After Starting

Problem description: When users start a test, the test ends soon after starting.

Solution:

Follow the instructions below:

1. Verify that the task template is configured correctly.
2. If this problem occurs during a data test, verify that the access point is functional and configured correctly in the System Settings window.
3. Verify that messages and parameters appear in the test window.
4. Verify that the phone has been rooted and root access permission has been granted for Pilot Walktour.

3.2.3 "out of service" Message

Problem description: When users start a test, the message "out of service" is displayed, and the

test cannot be properly conducted.

Solution: As the LTE network has not been widely deployed, the phone network status may indicate "Limited service" or "No service". This will be tagged as "Out of service" during Pilot Walktour testing. Contact Dingli for support if this problem occurs.

3.2.4 No Parameter or Message Update in the Parameter Window

Problem description: No parameter is updating in the Parameter window.

Solution:

Follow the instructions below:

1. Verify that the SIM card is inserted and that the phone can access the network.
2. Verify that the phone has been rooted and root access permission has been granted for Pilot Walktour.
3. Verify that the phone ROM version has been updated to the specified version. For detailed version information, please contact Dingli technical engineers for assistance.
4. For the MT870 phone, restart the phone. If the same problem still exists, contact Dingli's technical personnel for a patch upgrade.
5. Check if the phone has been connected with Pilot Pioneer. If yes, the port configuration may be changed. In this case, users may enter ***#9090#** by using the keyboard to enter the project window, and select mode 2 (DM/DUN over HSIC) and mode 5 (DBG MSG ON). After this, re-start the phone.

Note: Users need to select correct mode in the project window. Otherwise, the phone may be out of service and cannot be restored.

3.2.5 Bluetooth Pairing Message

Problem description: After tapping **Start**, users cannot start tests normally and a message prompts users for Bluetooth pairing.

Solution: The Bluetooth Synchronization function is used for MO-MT data synchronization and replay. Please choose **Settings** > **Bluetooth Sync Settings** and disable the Bluetooth Synchronization function. Then users may start tests normally.

4 Problems During Testing

This section describes the problems occurred during testing, including service tests, multi-network tests, and auto tests.

4.1 Manual Test Related

4.1.1 FTP Test Failure

Problem description: FTP service test failed, including dialup failure, FTP login failure, and no downloaded file.

Solution:

Follow the instructions below:

1. Verify that the test phone is connected to a wireless network; check if the webpage can be normally browsed.
2. Verify that the access point is functional and configured correctly.
3. Verify that the FTP server is functional and configured correctly.
4. Verify that the FTP task (its download/upload directory, File name, etc.) is configured correctly.
5. Verify that a **Superuser request** window appears before the FTP test, and the root access permission has been granted by tapping **Allow**.

4.1.2 DNS Lookup Test Failure

Problem description: DNS Lookup test failed.

Solution: Verify that the domain name is correct. For example, a correct domain name should be input as: www.dingli.com. Do not add **http://** or **https://** in front of the domain name.

4.1.3 Low PESQ MOS Score

Problem description: The PESQ MOS score is much lower than the normal value, for example, from **1** to **2.5**.

Solution:

Follow the instructions below:

1. Check if the MOS audio plugs are correctly inserted.
2. Check if settings are configured for the MOS test on both the MOC and MTC handsets.
3. While playing the audio, unplug the MOC audio plug and check if a standard audio can be heard.

a. If the audio can be heard, the reason lies in the MOC audio plug. Please contact DingLi's

technical personnel for repair or replacement.

b. If no audio can be heard, unplug the MTC audio plug while playing the audio. Confirm if a standard audio can be heard.
   - If audio can be heard, the reason lies in the MTC audio plug. Please contact DingLi's technical personnel for repair or replacement.
   - If no audio can be heard, please check the configuration of test tasks, or restart the handset.

4.1.4 Failure to Conduct Parallel Tests Based on Configuration

Problem description: Pilot Walktour fails to conduct parallel tests based on configured test tasks, for example, task execution failure, dialup failure.

Solution:

Please check if there are errors in the settings as parallel tests must comply with the rules below:

- Similar test tasks, for example FTP Download and FTP Upload, can exist in a parallel test simultaneously.
- PPP connection configured in an individual test task is invalid.
- Test count configured in an individual test task is valid.

4.1.5 Facebook Service Test Related

Problem description: During Facebook test, users cannot log in or the account is locked.

Solutions:

Follow the instructions below:

1. Facebook account cannot be used out of the country where it is registered in; otherwise Facebook will regard it as an exception and lock the account. If the account is locked, users may log on to Facebook via the web in the registered country to unlock the Facebook account.
2. If the account is locked, Pilot Walktour will usually display the "not target page" or "Authentication failure" messages.
3. Before testing, the Facebook account must be activated if it's newly registered, and users have to authorize applications. Otherwise Facebook may lock the account.
4. Click the site below to be redirected to Facebook.

   https://www.facebook.com/dialog/oauth?redirect_uri=https://www.facebook.com/connect/login_success.html&response_type=token&client_id=172503689551631&scope=publish_actions,create_note,xmpp_login,email,video_upload,user_notes,user_photos,user_v

ideos,friends_notes,friends_photos,friends_videos

5. Log in and read the permissions and features to be granted permission; select them all and click **OK**. A success message will be displayed.

4.1.6 MMS Test Failure

Problem description: MMS test failed. The event information "MMS Send WSP Connect Failure" is displayed.

Solution:

Follow the instructions below:

1. Verify that the MMS Center IP address and port is correctly configured.
2. Tap **Settings** > **APN Settings**, and verify that the WAP access point configuration is correct. WAP channel must be used for MMS tests. Users cannot set it to NET.
3. Make sure that the APN is valid (with a circle on the right of the APN). If the APN is invalid, users need to create an APN.
4. Check the reason that Pilot Walktour fails to load APN configuration by referring to section 3.1.1.

4.1.7 No Video Window or No Information Displayed in the Video Window During Video Tests

Problem Description:

1. The video play window cannot be displayed during video tests.
2. No information is displayed in the video play window after the video function is enabled.

Solutions:

1. Users need turn on **Show Video**, and then choose **Info** > **Video** to view the video during test.
2. Due to performance limitation, only standard definition (SD) content can be played in real time in this version. Currently, High definition (HD) and Ultra HD content cannot be played in real time.

4.1.8 Video Test Failure

Problem description: A failure message appears during video tests.

Solutions:

1. Please verify if related settings (such as website address, and timeout) are correct.
2. Please verify if the related video type is supported in this version. Only YouTube is supported.

4.1.9 No LTE Parameters Displayed on the Information Window

Problem description: During service tests, no LTE parameters are displayed in the Information window.

Solutions:

1. If neither LTE parameters nor other network parameters are displayed, verify that the LTE option is selected under **Settings** > **Interface Customize**.
2. It is normal that no LTE parameters are displayed when the current test is within other network technologies, as from this version, Pilot Walktour dynamically displays only the current network parameters.
3. If no LTE parameters are displayed when the current test is within the LTE network technology, verify the current license has been granted with LTE permission.

4.2 Map Related

4.2.1 Failure to Import Site Database into the MIF Map

Question: Why can't site databases be imported into the MIF map?

Answer: The site database can only be imported on Google online/offline maps.

4.2.2 Failure to Automatically Refresh Online Map during Testing

Problem description: During outdoor tests, Pilot Walktour cannot automatically refresh online map.

Solution:

Follow the instructions below:

1. Check if Pilot Walktour is conducting a voice test. Under the voice test mode, Pilot Walktour will automatically disable data traffic in order to prevent data service interaction that may affects the KPI results. If users need to refresh the online map, enable the **Data** function manually.
2. If Pilot Walktour is conducting other tests, make sure data traffic is enabled and that the phone can access data service.

4.2.3 GPS Test Route Offset

Problem description: During outdoor tests, the GPS test route is inconsistent with the actual test

route.

Solution:

In some places, the GPS positioning offset may exist because of national security polity. Users copy the related data file **gmoffset.db** to the **\sdcard\Walktour** path on the phone.

Note: Users may download the offset database from Pilot Walktour release server.

4.2.4 Failure to Import Indoor Sites

Problem description: Indoor sites cannot be imported or cannot be displayed after successfully imported.

Solution:

1. Indoor sites are based on pixel location. Please verify if the format of indoor sites are correct. For more information, see *Pilot Walktour User Manual V3.2*.
2. Please import the related indoor maps in the JPG, BMP, or PNG format to display the indoor sites.

4.3 Multi-test and Auto Test Related

4.3.1 Failure to Connect to the iPad

Problem description: In the multi-test mode, the phone cannot be connected to the iPad.

Solution:

Follow the instructions below:

1. Verify that the access point is configured correctly.
2. Verify that the wireless network works normally.
3. Verify that Walktour Pack is running and the iPad screen is on.
4. Verify that **Allow** is selected for the Superuser request.
5. If the above measures do not take effect, restart the test phone, iPad, and then the access point respectively.

4.3.2 Failure to Upload Events and Parameters to the iPad

Problem description: In the multi-test mode, events and parameters on the phone cannot be uploaded to the iPad.

Solution:

Follow the instructions below:

1. Due to the quality of the wireless network, sometimes the test phone will lose connection to

the iPad; thus events and parameters cannot be uploaded to the iPad.

2. The test phone will automatically try to connect to the iPad after a period of time (usually 1 minute). Parameters and events will be displayed normally.

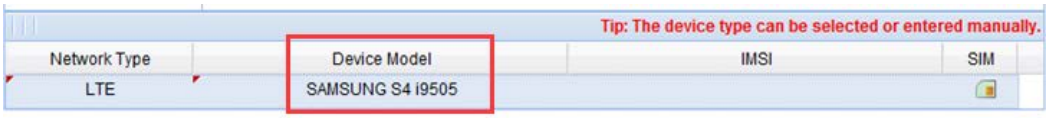
4.3.3 Data Decoding Error on Pilot Fleet Unify

Problem description: Data files cannot be normally decoded on Pilot Flee Unify after uploaded from the phone to Pilot Fleet Unify, or the data port displayed on Pilot Flee Unify is incorrect.

Solution:

Follow the instructions below:

1. Check if test device information is correctly configured when the device was added on Pilot Fleet Unify, especially for device model. If the device type is wrong, Pilot Fleet Unify will decode test data based on a wrong decoding database and modify port information, resulting in wrong decoding. For details, refer to relevant parts of *Pilot Fleet Unify User Manual*.



2. Sometimes decoding errors still exists even when the data log can be normally opened in Pilot Walktour, port information is correctly configured on Pilot Fleet Unify, and users have tried to re-upload the data log. Under this situation, contact Dingli's technical personnel for support.

5 Problems after Testing

This section describes the problems occurred after testing, such as data storage, data read problems.

5.1 PC Connection Related

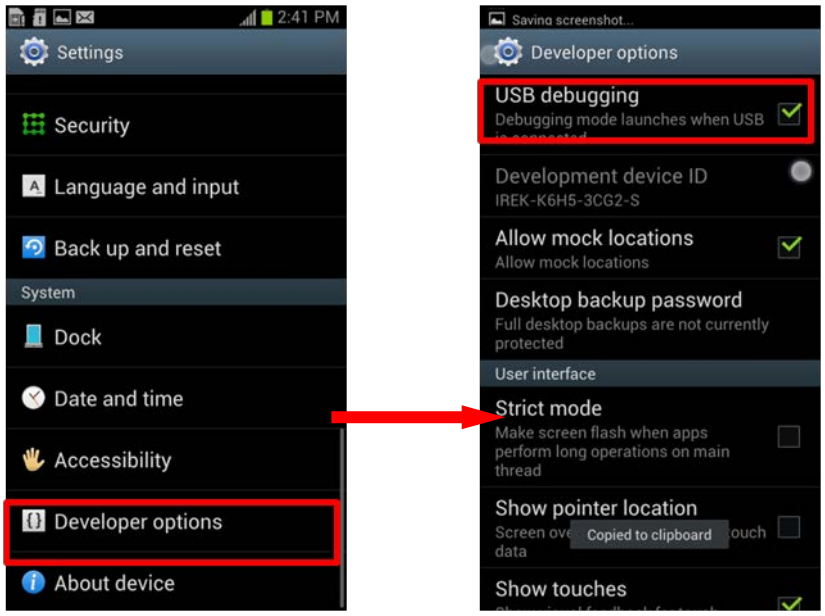
5.1.1 Method of PC Connection

Question: How can users copy data files from the phone to a PC for analysis?

Answer:

Follow the instructions below:

1. Prior to connecting to a PC, USB debugging should be enabled on the handset. See the figure below:



2. Install a phone driver. Users may find a phone driver at an official phone vendor website, or through a third-party application.
3. Connect the phone to a PC by using a USB cable, and the PC will detect the phone.

Note:

- For Android systems earlier than version 4.0, tap **Settings** > **Applications** > **Developer** options to enable the USB debugging mode.
- For Android systems later than version 4.0, **Developer options** is hidden for the first time use. Users need to tap **Settings** > **About Phone**, and continuously tap **Build Number** until **Developer options** is displayed.

5.1.2 PC Connection Failure

Problem description: The PC cannot detect the flash card after Samsung phones are connected to a PC. As a result, data files cannot be copied.

Solution:

Follow the instructions below:

1. Make sure that the USB debugging mode is enabled and phone driver is installed.
2. Our traditional network measurement tools support some models of Samsung phones for service tests. In this case, the AT port is changed. If users forgot to change the AT port to the previous one, the PC cannot detect the flash card after the phone is connected to the PC, and thus data files cannot be copied.
   - For Samsung S3/Note 2, enter ***#7284#** by using the keyboard, and the AT port setting window will be displayed. Tap **Qualcomm USB Settings**, select the **MTP+ADB** mode, and then tap **OK**.
   - For Samsung S4, enter ***#0808#** by using the keyboard, and the debugging interface will be displayed. Tap **Qualcomm USB Settings**, select the **MTP+ADB** mode, and then tap **OK**.
   - For other phones, refer to the instructions for Samsung S3/Note 2 and Samsung S4.

5.2 Data Storage and Read Related

5.2.1 Data Storage on the Android Phones

Question: Where can users store Pilot Walktour data files?

Answer:

1. Data storage on the Android phone:
   - ROM: read only memory and the permanent part of a phone's memory. System files are located here.
   - RAM: random-access memory.
   - Flash memory (internal SD card): SD memory in a phone. Some phones do not have flash memory.
   - SD card: the SD memory card that can be inserted into the phone.
2. Storage location priority
   - If the phone has either Flash memory or an SD card, it is recommended to store data in Flash memory or the SD card rather than in ROM.
   - If the phone has both Flash memory and an SD card, Pilot Walktour will not read SD card, thus data is stored in Flash memory rather than in ROM.
3. Pilot Walktour folder description

data	indoortest	Data from indoor tests with a floor plan is saved here.
	task	Data of auto test, manual test and multi test is saved here, including .rcu, .ddib, TCP/IP, DTLOG, DCF format data files. Note: Data from the indoor test with floor plan will not be saved here.
event	autotest	Events from auto tests are saved here.
	test	Events from manual tests are saved here.
log		Pilot Walktour running log files.
maps		Offline maps.
project		Saved projects.
snapshot		Screen snapshots.
task		Tasks exported from the task list.
voice		Voice files saved in the MOS voice test.

5.2.2 Copy Data

Question: How can users copy data files from a phone to a PC?

Answer:

Follow the instructions below:

1. Once the phone has connected to a PC, users may copy data from the SD memory card to the computer.
   - Users may open the device to view files for some handsets such as the Samsung S3.
   - Users may need to manually change the connection mode to USB device for some handsets such as HTC G11, Motorola ME860.
2. To copy data stored in a ROM, users may use the ROOT file manager or use Pilot Walktour to copy files to the SD card, and then copy files from the SD card to the PC.
   - The path for data files stored in the ROM: **/data/data/www.Walktour.gui/files/data**
   - The path for data files stored in the SD card: **/Sdcard/Walktour/data/**

Note: For the Samsung S3, if a data file is larger than 10 MB, it is suggested to copy the file by

using a third-party application (e.g. 91 assistant, Wandoujia). Directly copying it from an SD card may result in file lost.

5.2.3 Copy Log Files

Question: How can users copy log files from a phone to a PC?

Answer: Log files are recorded test data from Pilot Walktour operations. The directory where log files are saved and copying method are as follow:

1. For Walktour test only:
   - File storage directory: **/sdcard/Walktour/log**
   - Method: Connect the phone to a computer and open the folder of the SD card to view files.
2. For Walktour multi test:
   - File storage directory: **/data/data/com.walktour.gui/libwalktourclient.log**
   - Method: Obtain an advanced file explorer, e.g. Root Explorer, ES File Explorer from Android market, and grant superuser permission (ROOT permission). Copy files from the path above to the SD card through the explorer. Connect the phone to the computer and open the SD card folder to view files.

5.2.4 Copy Other Data

1. Users may copy service log files from the **/sdcard/Walktour/liblog** path for service exception analysis.
2. Offline/Online map supports site information display. Users may pre-load site database files. The method is:
   a. Import a site file (in txt format) into any directory on the phone.
   b. In the Map window, tap **Site** to import a site database. For detailed information about site database format, see related *Pilot Walktour User Manual*.
3. To add an offset database, copy the **gmoffset.db** file into the **\sdcard\Walktour** path.

5.2.5 Difference Between .ddib and .rcu Data Files

Question: What is the difference between the .ddib and .rcu data files in the **/Sdcard/Walktour/data/** path?

Answer: Pilot Walktour supports data file in .ddib and .rcu formats, which are saved in the same path. Data files in the .ddib format are used for data replay, while those in .rcu format are used for post processing and analysis through Pilot Navigator or Fleet Unify Analyzer.

6 Technical Support and Contact Information

6.1 Technical Support

For any product usability issues encountered during operation, please refer to the user manual. If the issue cannot be solved or information is not available, please contact us via the following contact information:

Region	Email
Global	support@dingli.com

6.2 Link to DingLi

For more product information, service, and technical support, visit www.dingli.com.

DINGLI COMMUNICATIONS CORP., LTD

Address: No.8, 5th Technology Road, Gangwan Avenue, Zhuhai, P.R. China 519085
Tel: 0756-3626100 Fax: 0756-3391900
Email: support@dingli.com sales@dingli.com